



WORKING WITH OTHERS

SCQF Level 5
SQA Unit Code
F42P 04

WORKPLACE CORE SKILLS UNIT

What are Core Skills?

Core Skills are skills and abilities that everyone needs in their work. This is true for every job in every workplace.

The Core Skills are:

- ◆ Communication
- ◆ Numeracy
- ◆ Information and Communication Technology
- ◆ Problem Solving
- ◆ Working with Others

Employers look for Core Skills when they are appointing new staff. They also expect their existing staff to have these skills.

Core Skills are important because they help you work effectively in your present job and also prepare you for jobs that you will do in future. Developing your Core Skills helps you deal with today's rapidly changing world and improve your career prospects.

What is this Core Skills Unit about?

This Unit is about working co-operatively with others on a workplace activity and/or activities that involve non-routine interactions.

Your assessor will explain anything in this Unit that you do not understand.

What should I know or be able to do before I start this Unit?

You should either:

- ◆ have achieved the Core Skills Unit in Working with Others at SCQF level 4 or an equivalent qualification

or

- ◆ be able to show that you have experience of working co-operatively with others in the workplace, for example working with colleagues to carry out a money-raising event for a charity that your company supports; working with others to safely and effectively prepare a kitchen area for refurbishment; taking part in a skills competition with your workmates

What do I need to do?

You will need to carry out each of the following two tasks.

Task 1: Work co-operatively with others

Work co-operatively with at least one other person, who may be a colleague, client, or customer, to achieve a common goal. To do this you will have to:

- ◆ work with others to identify the main roles within the co-operative activity and/or activities, what your role is, what you will do, and how these roles relate to the roles and activities of others involved
- ◆ organise and carry out your own role in the co-operative activity and/or activities, adapting your role and behaviour accordingly, for example accommodating any difficulties or changing circumstances, for example:
 - ◆ standing in at short notice for a colleague who is ill, taking into account impact on others
 - ◆ re-negotiating timescales due to delay of vital materials from supplier
- ◆ look for ways to seek and offer support from/to others, for example
 - ◆ anticipating others' needs
 - ◆ keeping others informed of progress
 - ◆ taking time to praise others
 - ◆ sort out disagreements in a friendly way

Task 2: Checking and evaluating

Check how well you and others involved contributed to the co-operative activity and/or activities. To do this you will have to:

- ◆ develop criteria you can use to evaluate your own contribution and the contribution of others involved, for example:
 - ◆ did you use a range of interpersonal skills effectively
 - ◆ did you complete all your activities
 - ◆ did you clarify/adapt your role to suit any changing circumstances
 - ◆ did you seek support from others
 - ◆ did you help, support and encourage other people
 - ◆ did you respond sensitively to others' needs
 - ◆ did others involved act and behave in a similar way
 - ◆ was the common goal achieved effectively?

- ◆ ask for feedback on your contribution to the co-operative activity and/or activities

- ◆ use your chosen criteria and feedback to decide how well you co-operated with others, and how well the co-operative working arrangements operated overall, justifying your decision with supporting evidence

- ◆ set objectives for how you could improve your own co-operative working skills and future co-operative working arrangements

How will I show that I have achieved this Unit?

You will need evidence to show that you have achieved both the tasks in this Unit.

Some of the evidence will come from your assessor watching you carrying out some tasks involving other people at work. In addition, your assessor may ask you questions to check your knowledge, understanding, and practical abilities, and make notes or a recording of what was said and/or done.

You may have video evidence or written evidence such as completed forms, notes of discussions, a diary, or blog. You may also have e-mails that show how you co-operated or have noted your thoughts on how well you think you co-operated.

You are allowed to gather evidence from several activities where you work with others that show that you can do both tasks.

What might be involved?

This Unit may be achieved in many ways. Examples of an activity and/or activities you might do are:

- ◆ work with suppliers and colleagues to implement a promotional activity designed to attract members of the public along to a trade fair involving your company
- ◆ organise with colleagues a whole day meeting that is taking place in your firm and involves external presenters and participants from your own workplace and from outside organisations
- ◆ be part of a committee responsible for organising a social function for your company's employees

What can I do next?

You could move on to the Working with Others Core Skills Unit at SCQF level 6.

You could consider doing other Core Skills Units in:

- ◆ Communication
- ◆ Information and Communication Technology
- ◆ Numeracy
- ◆ Problem Solving

Your assessor can advise you about this.

Guidance for assessors

Further information about delivery, assessment, and evidence requirements for this Unit can be found in the corresponding Assessment Support Pack. In addition, the *Guide to Assessing Workplace Core Skills* provides further information on assessment.

Disabled learners and/or those with additional support needs

The additional support needs of individual learners should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative competence standards for Units.

Additional advice and guidance for learners with disabilities and/or additional support needs should initially be discussed with the centre where the learner is registered.

If the centre is unable to offer a satisfactory solution then the learner, usually in conjunction with the centre, should contact the External Verifier of the Awarding Body where the learner is registered for certification.

Information on Awarding Body requirements to become an 'approved' Awarding Body is published in the SQA Accreditation *Awarding Body Criteria (2007)*.

http://www.sqa.org.uk/files_ccc/AccreditationAwardingBodyCriteria.pdf

ADMINISTRATION INFORMATION

Credit Value

6 SCQF credit points at SCQF level 5



Publication Date: 2010
Source: SQA Accreditation
Version: 2

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